N-FOCUS Interim Release Combined EA and MLTC November 17, 2013

An Interim Release of the N-FOCUS system is being implemented November 17, 2013. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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General Interest and Mainframe

MLTC – Medicaid Renewal Process (New)

A new renewal process for Medicaid clients will begin with the Medicaid renewals due in Dec, 2013. Medicaid cases requiring a renewal will receive a renewal form. If the Medicaid case is SSI or 1619B the case would not get a renewal form as only a desk review would be required. N-FOCUS will automatically generate a Renewal Form based on the Program Case review due date.

There are 3 Renewal forms:
- Renewal Form – Combined MAGI/Non MAGI
- Renewal Form – MAGI
- Renewal Form – Non MAGI

Mailing of the renewal forms will be staggered 45-60 days prior to the

Program Case Review due date. N-FOCUS will mail out the first 3,000 renewals on the 1st then an additional 3,000 on the 8th of each month. All remaining renewals will then go out on the 15th of the month.

Workers can also manually create the renewal form from the Detail Program Case Window under correspondence.

Renewal Form Received (New)

For UC cases, the MLTC Work Task 043– Renewal Received-Interview Not Required will be created. (Refer to the Work Task section of this document for details.)

For Assigned Cases, the Alert #493– Renewal Form Received will be created. (Refer to the Alerts section of this document for details.)

When the Renewal form is received, the worker will navigate to the Review/Recertification List window and enter the date Renewal Form was received by clicking the Update Received Date button. This action will cause the Update Application Received Date pop-up to display. Enter the appropriate date and click OK.

If the renewal form is not received by the application due date, the MLTC Alert- 492– Renewal Form not received, will be generated on the 15th of the Review month.

Tax Interface Viewing Access (Change)

Effective with this release, only high level managers and certain Production Support staff will have the security to view the TAX Interface Response information. MLTC staff will only be able to view the information that was sent in the Tax Household request to the Internal Revenue Service via the Data Services Hub.

Tax Household Status (Change)

The Tax Household window will be in Inquiry status when the Master Case associated with the Tax Household is checked out to the Expert System.

LIHEAP Resource Limit (Change)

The LIHEAP resource limit has been changed from $5,000 to $25,000 effective October 1, 2013.

Person Detail Extension Field (Fix)

The Ext field options are now available for selection when a person has a name extension. (I, II, III, IV, JR, SR, V)

ADC Case Registration with Pregnancy (Fix)

When pending an ADC Program Case for a pregnant person with a due date NOT within the last trimester, an error "Program Person Involvement not found" was generated. This has been fixed.

Interview Tracking (Tip)

Interview tracking rows are created by N-FOCUS when a pending SNAP case (expedited or regular) is tied.
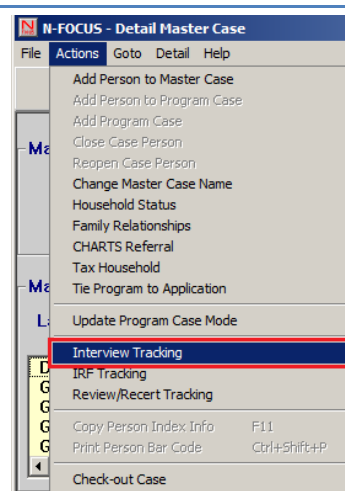
If there is not current Interview Tracking row you can create one and you do not have to create a letter. The Interview Tracking row can be created and the Interview Held entered in the same action.

Note: Expedited cases will close if there is no Interview held Date in the Expedited month.

Updating the Interview Held Date (Tip)

To update Interview Tracking with the Interview Held Date, follow these steps:

1. Navigate to the Detail Master Case window.
2. Select Actions>Interview Tracking
    The List Interview window will display.
3. Select the appropriate row and either double click the row or click the Open icon.
    The Detail Interview Tracking window will display.
4. Enter the Date Held field.
5. Select the Interview Reason from the drop down field.
6. Click Save or Save and Close.

Nursing Home Representative (Tip)

Before adding a Nursing Home Representative to a case, search and select an existing Organization instead of creating a new one.

N-FOCUS currently has many organizations with the same name and address used for the purpose of nursing home representative. This makes the search list long and causes confusion in selecting the nursing home representative. Please contact Production and Support if you need help finding the correct organization.

Note: Do not pick an organization that has a designation of "duplicate".

Alerts

MED – #493 Renewal Form Rcvd (New)

Assigned workers will get this alert when a renewal form is scanned. This alert will be generated twice per day, at noon and at night.

Alert Text:

A renewal form was received for Program Case (Program Case ID)

Closed Program Case Alerts (Tip)

Economic Assistance:
- Alerts will be created when mail is received on closed Economic Assistance cases if they have been closed less than 60 days.

MLTC:
- Alerts will be created when mail received on closed Medicaid Long Term Care cases if they have been closed less than 90 days.

Work Tasks

MLTC–Work Task #43 Renewal Form Received – Intv Not Required (New)

This work task will be created when a Renewal Form is received for a Medicaid case in UC mode. Since an interview is not required, the Program Case Mode will change to Processing and this work task will be created.

Note: This is a Processing Work Task because an Interview is not required.

Correspondence

Eligibility Review Due and/or SNAP Recertification Notice (Change)
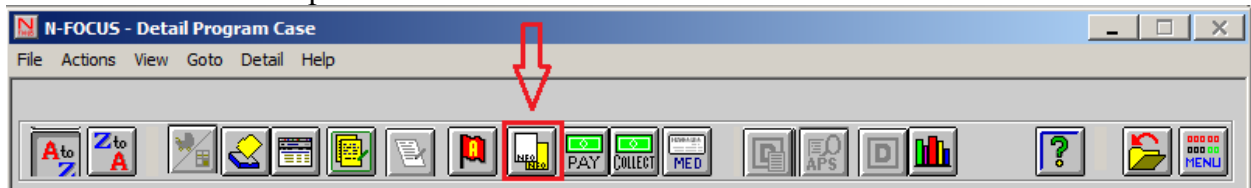
All reference to the Medicaid Program will be removed from this notice.

A new process has been developed for Medicaid renewals and new Renewal Forms have been created.

Creating a Renewal Form (New)

To create a Renewal Form, follow these steps:

1. Navigate to the Detail Program Case window.
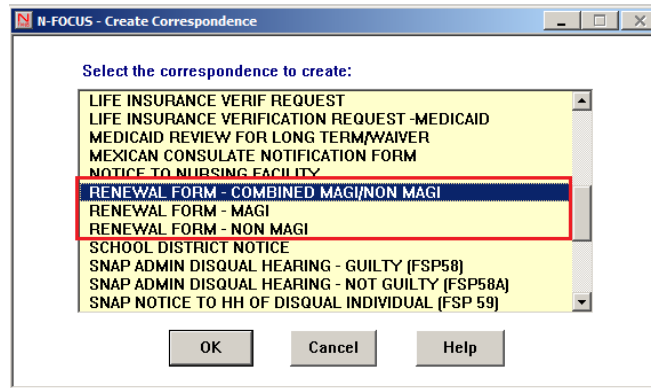2. Click the Correspondence icon.

The Search for Correspondence window will display.
3. Select the appropriate type
   a. Renewal Form – MAGI
   b. Renewal Form – combined MAGI/Non MAGI
   c. Renewal Form – Non MAGI
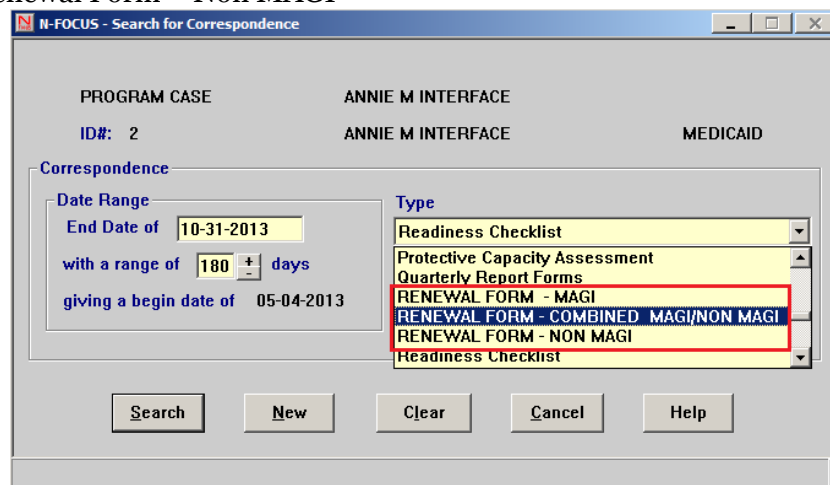
4. Click New.
5. Select the appropriate form
   a. Renewal Form – combined MAGI/Non MAGI
   b. Renewal Form – MAGI
   c. Renewal Form – Non MAGI

6. Click OK.
7. Select the appropriate Language from the Language drop down.
   Note: This is required if the desired language is Spanish. The default selection is English.
8. Return Form by Date.
   a. This field is automatically populated based on the Renewal Date. The Renewal Form is generally due the 5th of the month in which the Renewal is due. This field can be changed if appropriate.

9. Click Save and Close.
   Note: If you need to send a second renewal form, because the first one was not received, navigate to the Detail Program Case and search for the Correspondence. Right click the appropriate line and select the appropriate print option.
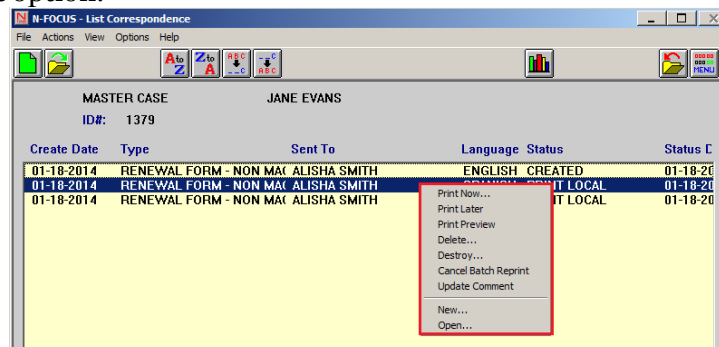
Category Selection (Change)

The Permanent ID radio button has been removed.

A multi-select list box has been added that will display only the documents that have been scanned for the categories selected. One or multiple selections may be made in the Category group box.

MLTC - MED Category Selection (New)

When the MED category is selected, the following categories specific to Medicaid will be selected from the list of available categories:

- Appeal-MED
- Application-MED
- Renewal Form
- Supplemental Application

MLTC - Add Image Category (New)

The Renewal Form Category is now available to be selected when a Renewal Form image is being added.

Expert System

MLTC - Calculate Income Window Verified by SEW (Change)

The location of the Verified by SEW check box has been moved under the Pay Schedule group box to enable a more logical flow for data entry. The Verified by SEW box is enabled if the earned income is not verified and once a Pay Schedule row is selected.

Note: The Verified by SEW check box will only be available for Medicaid Program Cases.

MLTC-Benefit Summary Earned Income Detail Verification Indicator (New)

Benefit Summaries for Medicaid cases will now indicate whether the Earned Income is Verified Y or N and if verified by SEW will indicate SEW Compatible.

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┌─────────────────────────────────────────────────────────────────────────┐
│ MEDICAID MAGI PC-Unemp Earned Income Detail for 01/2014          [_][□][X]│
├─────────────────────────────────────────────────────────────────────────┤
│  BEJVANSCKY ARVID    Earned Income    target                            ▲ │
│  Calculation Method:  Pay Schedule Only        SEW Compatible             │
│                                                                           │
│  Date         Freq                     Received   ┌Verified┐              │
│  11-15-2013  Hourly                     Weekly    │   Y    │              │
│                                                   └────────┘              │
│                   Hours           Rate                                    │
│      Regular:     10.00 *         5.00 =        50.00                      │
│     Overtime:      0.00 *         0.00 =         0.00                      │
│        Shift:      0.00 *         0.00 =         0.00                      │
│                                              ----------                    │
│                             Pay Rate:           50.00                      │
│          Pay Period Conversion Factor:  *        1.00                      │
│                                              ----------                    │
│                     Pay Period Amount:          50.00                      │
│                         Tips & Bonus:            0.00                      │
│                                              ----------                    │
│                        Adjusted Total:          50.00                      │
│                     Conversion Factor:  *        4.30                      │
│                                              ----------                    │
│                                Total:          215.00                      │
│                                                                           │
│        BEJVANSCKY ARVID Total Earned Income:       215.00                 │
│                                  Offset: -           0.00                  │
│                                              ------------                  │
│                        Adjusted Earned:          215.00                    │
│                                                                           │
│                 Total Countable Earned Income:     215.00               ▼ │
├─────────────────────────────────────────────────────────────────────────┤
│                              [OK]                                          │
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Income and Resource for MED Budgeting (Fix)

Income and resources have been getting exempt when they should not have been. This has been fixed.

Tie Application from SNAP Recertification (Fix)

An error was being received when tying a paper application or E-App from the SNAP Recertification in Expert System. This has been fixed.

Children and Family Services

Facility Type Change in Placement Correction (Fix)

When a Facility Type has been changed during a Placement Correction, the Facility Type has not saved. This has been fixed.